



ChronicCareIQ Transition Care Management Platform

CCIQ's TCM platform is a workflow management tool that is designed for the efficient tracking of required time-sensitive actions to be performed by providers and their clinical staff in compliance with guidelines for reimbursement for TCM services. Eligible patients may be already enrolled by the practice in CCIQ for CCM/RPM services or new patients added to CCIQ for TCM by practice staff.

Key Consideration

In a perfect world, your practice receives a patient discharge record (ADT-A03 HL7 Patient Discharge) automatically *at the time they are discharged* into your CCIQ platform. This ensures all time-sensitive actions can be scheduled and/or completed. The challenge to this perfect world is getting the hospital to agree to work with us to establish the proper HL7 interface for your practice.

Absent this willingness, there are provisions for adding patients to the TCM platform from the typical daily reports shared with PCPs.

1. If it is a patient currently under your practice's care and enrolled in CCIQ for CCM/RPM monitoring, the patient's profile can be updated with required TCM information (Complexity, Discharge Date, First Call, and First Appt) which automatically includes them in the TCM dashboard
2. If it a current patient *not* enrolled in CCM/RPM, their record will be in CCIQ ("unclaimed") for staff to update with the same required TCM info and they will be included in the TCM dashboard
3. If it is a new patient for the practice, they can be manually entered with TCM info updated for inclusion on the TCM dashboard

Workflow capabilities

- Required information for TCM billing can be added/modified from multiple links throughout the platform
- The TCM dashboard is siloed from CCIQ standard dashboard for use by a dedicated discharge clinician and avoidance of confusion
- Staff member can leverage multiple filters to quickly prioritize tasks
- Staff member can schedule a time for required calls or select "Call Now" from the Modify TCM screen (requires API interface with telephone provider)
- TCM report can be generated for each patient
- No portals or passwords to remember
- Staff able to monitor patients' responses via dashboard with color-coded status symbols
- Medical assistants can monitor by exception and notify a nurse or physician of negative trends or excursions from plan
- Early intervention reduces hospitalizations and improves outcomes
- Send and document updates to providers, family members and patient advocates to improve care coordination
- Streamline compliance and reimbursement
- Automatically captures time, prepares monthly billing report and logs compliance

TCM Platform Screenshots

TCM Dashboard

Dashboard ▾ Patients ▾ Protocols Users ▾ Reports Help ▾
Emma Peel Sign Out

Transitional Care

Last 7 Days ▾

Any Provider ▾

Any Status ▾

⚙️ ▾

+

Add Patient

Name ▾	Status ▾	Discharge ▲	Complexity ▾	1st Call ▾	1st Appt ▾	Phone
Leamon, Carroll	⌚	12/02/2021 12:17 PM	missing	missing	missing	(555) 832-0517
Bell, Natalie	⌚	12/02/2021 11:58 AM	missing	missing	missing	(555) 212-2566
Fraser, Kimberly	⌚	12/02/2021 09:23 AM	missing	missing	missing	(555) 110-9243
Walsh, Megan	⌚	12/02/2021 08:36 AM	missing	missing	missing	(555) 022-1082
Newman, Gordon	✅	12/01/2021 12:20 PM	Moderate	12/02/2021 05:07 PM	12/15/2021 08:00 AM	(555) 984-2647
Bower, Evan	⌚	12/01/2021 10:36 AM	missing	missing	missing	(555) 785-0072
Rampling, Lucas	✅	12/01/2021 10:30 AM	Moderate	12/02/2021 03:22 PM	12/09/2021 09:00 AM	(555) 086-5961
Ogden, Olivia	⌚	12/01/2021 10:11 AM	missing	missing	missing	(555) 683-6768
Anderson, Jan	⌚	12/01/2021 10:11 AM	High	12/02/2021 12:20 PM	missing	(555) 696-3811
Dyer, Edward	⌚	12/01/2021 09:45 AM	missing	missing	missing	(555) 406-1346
Gill, Lauren	⌚	12/01/2021 09:28 AM	missing	missing	missing	(555) 376-7435
Turner, Carol	✅	12/01/2021 07:56 AM	Moderate	12/02/2021 03:12 PM	12/10/2021 10:00 AM	(555) 886-4496
Deutsch, Levi	⌚	11/30/2021 10:25 AM	missing	missing	missing	(555) 205-7022
Nolan, Nicola	⌚	11/30/2021 07:38 AM	missing	missing	missing	(555) 595-9507
Flournoy, Bobby	⌚	11/29/2021 12:00 PM	missing	missing	missing	(555) 625-3508
Neal, Ellen	⌚	11/29/2021 09:12 AM	missing	12/02/2021 01:39 PM	missing	(555) 425-2033

Time sensitive icon - Quick Views

Dashboard ▾ Patients ▾ Protocols Users ▾ Reports Help ▾
Emma Peel Sign Out

Transitional Care

Last 7 Days ▾

Any Provider ▾

Any Status ▾

⚙️ ▾

+

Add Patient

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	⌚	12/02/2021 12:17 PM	missing	missing	missing	(555) 832-0517
	⌚	12/02/2021 11:58 AM	missing	missing	missing	(555) 212-2566
Fraser, Kimberly	⌚	12/02/2021 09:23 AM	missing	missing	missing	(555) 110-9243
Walsh, Megan	⌚	12/02/2021 08:36 AM	missing	missing	missing	(555) 022-1082
Newman, Gordon	✅	12/01/2021 12:20 PM	Moderate	12/02/2021 05:07 PM	12/15/2021 08:00 AM	(555) 984-2647
Bower, Evan	⌚	12/01/2021 10:36 AM	missing	missing	missing	(555) 785-0072

Pending Call

Call by: 12/6/2021 11:59 PM

View Patient Chart

▼ Rampling, Lucas	✓	12/01/2021 10:30 AM	Moderate	12/02/2021 03:22 PM	12/09/2021 09:00 AM	(555) 086-5961
	⌚	12/01/2021 10:11 AM	missing	missing	missing	(555) 683-6768
	⌚	12/01/2021 10:11 AM	High	12/02/2021 12:20 PM	missing	(555) 696-3811
	⌚	12/01/2021 09:45 AM	missing	missing	missing	(555) 406-1346
▼ Gill, Lauren	⌚	12/01/2021 09:28 AM	missing	missing	missing	(555) 376-7435

Pending Appointment
Appt by: 12/8/2021 11:59 PM

[View Patient Chart](#)

▼ Ruiz, Nicole	⌚	11/27/2021 07:49 AM	High	11/29/2021 12:09 PM	missing	(555) 374-4217
	✓	11/27/2021 07:49 AM	High	11/29/2021 10:57 AM	11/30/2021 01:30 PM	(555) 005-6558
	📅	11/27/2021 07:35 AM	High	11/28/2021 10:19 AM	12/08/2021 01:45 PM	(555) 815-5083
	✓	11/26/2021 02:10 PM	High	11/27/2021 10:37 AM	11/29/2021 08:45 AM	(555) 152-6992

First Appointment Not Soon Enough

[View Patient Chart](#)

Transitional Care

[Add Patient](#)

Last 7 Days ▼

Any Provider ▼

Any Status ▼



Name	Status	Discharge	Complexity	1st Call	1st Appt	Phone
▼ Leamon, Carroll	⌚	12/02/2021 12:17 PM	missing	missing	missing	(555) 832-0517
▼ Bell, Natalie	⌚	12/02/2021 11:58 AM	missing	missing	missing	(555) 212-2566
▼ Fraser, Kimberly	⌚	12/02/2021 09:23 AM	missing	missing	missing	(555) 110-9243
▼	⌚	12/02/2021 08:36 AM	missing	missing	missing	(555) 022-1082
▼	✓	12/01/2021 12:20 PM	Moderate	12/02/2021 05:07 PM	12/15/2021 08:00 AM	(555) 984-2647
▼	⌚	12/01/2021 10:36 AM	missing	missing	missing	(555) 785-0072

Billable




[View Patient Chart](#)






TCM Patient Profile

Transitional Care

Ambrose, Ruth

 Add Patient

Name Ambrose, Ruth 
Phone (m) (555) 827-1136 
DOB 5/24/1973 **Age:** 48
Diagnosis  I11.0 J44.9
Case Manager Peel, Emma RN

Patient ID IVJSZPC
TeleHealth Visit  [Start a TeleHealth visit](#)
Discharge Date  12/01/2021 08:09 AM
Complexity  High
First Call  12/02/2021 09:04 AM
First Appointment  12/06/2021 03:45 PM



0





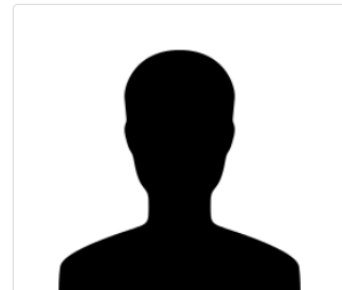
 Close


Protocol Timer General Recovery
4m 27s

 Less ...

Gender Female
Race White
Ethnicity Unspecified
Enrollment Weight 159 lbs
Height 5'8"
Billing Type  RPM, CCM, TCM
Protocol  General Recovery
Dates 12/2/2021 - 1/6/2022
Schedule Thursday
Answers in Month 0

Email Address ruthambrose041@ChronicCareIQ.com
Mobile Phone (555) 827-1136 
Home Phone (555) 001-0484 
Monitoring Collins, Thomas MD
Provider
Primary Case Manager Peel, Emma RN
Discharge Nurse n/a



Additional Info 

n/a

 Upload

 Crop

TCM Required Information Input

Modify TCM Dates

Carroll Leamon

☒ Modify TCM Dates

Complexity --- Select Discharge Complexity --- 

Discharge Date 12/02/2021 12 17 PM 

First Call mm/dd/yyyy 12 00 PM 

First Appointment mm/dd/yyyy 12 00 PM 

☐ Reset TCM Dates

Comments: (Optional)

Comments

Cancel

 Modify TCM

Complexity

Modify TCM Dates



Carroll Leamon

☒ Modify TCM Dates

Complexity

High



Discharge Date

12/02/2021

12



17



PM



Now

First Call

mm/dd/yyyy

12



00



PM



Now

First Appointment

mm/dd/yyyy

12



00



PM



Now

☐ Reset TCM Dates

Action Scheduling:

Modify TCM Dates



Gordon Newman

☒ Modify TCM Dates

Complexity

Moderate



Discharge Date

12/01/2021

12



20



PM



Now

First Call

12/02/2021

5



07



PM



Now

First Appointment

12/15/2021

8



00



AM



Now

☐ Reset TCM Dates